

First Steps Family Survey

Statewide Summary

May 2016

Total surveys mailed out: 6,119

of Surveys Returned: 905

4. It was easy to learn about First Steps.

486 (53.94%)	350 (38.85%)	52 (5.77%)	13 (1.44%)
Strongly Agree	Agree	Disagree	Strongly Disagree

5. I received an explanation of the First Steps parental rights from my service coordinator.

743 (82.28%)	152 (16.83%)	2 (0.22%)	6 (0.66%)
Strongly Agree	Agree	Disagree	Strongly Disagree

6. I know my First Steps parental rights related to my child's special needs.

681 (75.50%)	209 (23.17%)	5 (0.55%)	7 (0.78%)
Strongly Agree	Agree	Disagree	Strongly Disagree

7. At First Steps meetings, I am comfortable asking for services and supports that my child and family need.

538 (81.15%)	119 (17.95%)	1 (0.15%)	5 (0.75%)
Strongly Agree	Agree	Disagree	Strongly Disagree

8. I feel I am an active part of the team when we meet to discuss my child.

745 (82.69%)	144 (15.98%)	5 (0.55%)	7 (0.78%)
Strongly Agree	Agree	Disagree	Strongly Disagree

9. My primary provider in First Steps helps me teach my child.

704 (78.22%)	177 (19.67%)	12 (1.33%)	7 (0.78%)
Strongly Agree	Agree	Disagree	Strongly Disagree

10. My First Steps providers work with me to help my child in everyday activities.

700 (77.78%)	176 (19.56%)	17 (1.89%)	7 (0.78%)
Strongly Agree	Agree	Disagree	Strongly Disagree

11. I am able to help my child learn new skills because of First Steps services

675 (75.17%)	199 (22.16%)	17 (1.89%)	7 (0.78%)
Strongly Agree	Agree	Disagree	Strongly Disagree

12. My First Steps providers are knowledgeable and professional.

741 (82.42%)	146 (16.24%)	5 (0.56%)	7 (0.78%)
Strongly Agree	Agree	Disagree	Strongly Disagree

13. First Steps helps me know how to find and use the services and programs available to my family.

606 (67.48%)	257 (28.62%)	25 (2.78%)	10 (1.11%)
Strongly Agree	Agree	Disagree	Strongly Disagree

14. First Steps helps me know who to contact and what to do when I have questions or concerns.

648 (72.00%)	227 (25.22%)	16 (1.78%)	9 (1.00%)
Strongly Agree	Agree	Disagree	Strongly Disagree

15. Would you like to share your First Steps experience in a newsletter given to families in First Steps?

227 (25.68%)	657 (74.32%)
Yes	No

16. Would you like more information about participating on a First Steps advisory council in your region?

168 (18.88%)	722 (81.12%)
Yes	No

Annual First Steps Family Survey Comments 2016

Note: Comments are typed as written on the surveys with the exception of the correction of most misspellings. Names and other personally identifiable information of children, families and providers have been redacted.

Love this program! It has helped our son progress so much and has helped me and my husband grow as parents!

We love our service provider. She does a great job with our son.

I have had a good experience this time. My first time with First Steps was a horrible experience. Much much better! And I am happy with results.

We are moving to another state. Therefore, will not be able to participate in parental programs.

Our First Steps team is so valuable! We really appreciate ALL they do for us!

Our PT person is the last to suggest any new equipment or tell me something is too small. I always find out from her day care teacher. I think it should be said to me so we can figure out if that is something she still needs and we need to get bigger or something different. I don't know, like the therapist, when something doesn't fit/work for her like it should.

I'm very fortunate for the help and support your program gives to families.

Our therapist was essential to our son's language development needs. She involved my husband and I, teaching us skills as well to improve our communication with our son. She was always kind, patient and punctual. We are very appreciative of First Steps and highly recommend the program!

Our therapists have been amazing to work with!

I absolutely LOVE this program. Our therapists have helped me out more than anyone ever could. At first, I thought my son's sudden stoppage in speech and communication was something we had done wrong. After expressing this concern, they both explained this has been happening more and more often than not, which took a huge burden off mine and my husbands shoulders knowing it wasn't our fault. I recommend PAT and First Steps to all women I know that have children or/and are pregnant. Both programs are amazing!

Our therapist is wonderful. She has helped our son and is helping our daughter, as well. She is kind and is a great teacher.

The people that have worked with my daughter have been very caring, professional and easy to work with. My daughter has made significant improvements since we initiated services with First Steps.

Thank you :)

Our providers have been great!

We love our physical therapist. She has been incredibly supportive and helpful throughout this process.

What a wonderful program! Every provider has truly become like part of our family. They're amazing women, who whole heartedly care for the families they work with. They've blessed my family for sure. Thank you First Steps.

The therapists are so personable and make me feel comfortable. Without them I would be lost. Thank you so much!

My First Steps team has been a great part of ensuring that my child learns more skills. I would have liked to increase his time more since he is a child who is severely delayed in communicating. I do however understand that we cannot have everything we want. But I was not informed that ABA therapy could be provided by First Steps until 11 months into the program. Even now, therapy has only increased to two hours per week, when I believe my child would benefit from more intensive therapy.

It was disappointing to find out how hard it is to get a child qualified for services in Missouri, especially compared to other states. My child was getting speech therapy twice a week at a pediatric speech facility and still wasn't originally approved for speech services with First Steps.

The reason I only answered "agree" and not "strongly agree" on questions #9 & 11 is because I feel First Steps therapists really more just reinforce what I am already doing with my child. But I need that reinforcement and encouragement too. I have NO complaints about my therapists or service coordinator, who have all been a great asset and support system/means to get me/us connected or access to equipment which I otherwise without First Steps would not have. It did take a long time to get "AT" (6 months) but we have them now and doing fine. My therapist brings equipment with her, which I believe is personally owned, so I feel very lucky to have access to that. I have seen a big improvement with my son the more we work with him.

I have had a huge issue with the administrative staff and was going to cancel First Steps because of it, but our service coordinator and therapists are so great and encouraging, they counselled us through the adversity, giving us proper contacts so we could make our complaint. (We have not made a formal complaint yet as we wanted it to be a logical move not an emotional reaction.) We stayed because of the service coordinator and therapists' support.

When we moved back to MO my son was 15 months old. We were so stressed about getting his therapies switched over and concerned about him falling even further behind then he already was. Getting First Steps set up and therapies started was the easiest thing ever and so quick! Every person we have worked with through First Steps have been a major blessing to our family. Our son has flourished with their care and guidance. You can tell that each therapist as well as his case manager has taken a personal interest in his growth and development. I could not thank his therapists enough for all they do. They have not only taught him new skills but also taught my husband and I how to work with him when they are not here. Thank you all so much! You have bettered all our lives more than you may ever know.

Our primary provider was very knowledgeable and helpful about our son. However, scheduling with her was difficult at times. Sometimes she did not show up to scheduled appointments or she was 20-30 minutes late often.

The only thing that is hard is that our daughter was not part of a regular schedule.
The First Steps coordinators do not keep in touch with me.

We are incredibly thankful for MO First Steps! We've seen a huge growth in our child and feel that our therapist is now like family.

Our therapist is AMAZING!

The providers play with my child, but don't include me in the playtime. They just work with my child one-on-one when I would prefer they teach me what to do with her.

First Steps is a great program. The providers are awesome, especially the home visitors. My son has gained so much with their help. My service coordinator is great. The nicest person ever!

We absolutely love our daughter's PT. She helps us with therapy and much more. I have never had any problems. If we have any questions beyond PT, she will find out the answer.

You guys are awesome!

The ladies at First Steps have been wonderful to work with. My foster daughter wouldn't speak, except to whisper "yeah" once in a while. She had an unhealthy obsession with food and would eat until she vomited. She wouldn't allow me to put her down without having an emotional breakdown. When she was angry she'd throw herself on the floor, kick, scream and bang her head. Now she's speaking in two-three word sentences, says "please", "thank you" and "welcome". She allows me to take her plate without getting upset when she's done eating (but there's still food on the plate)! She uses a spoon/fork, plays independently and with other children, and lets me leave the room without becoming emotionally distraught. She's learning colors and shapes and potty training. She does still throw tantrums but not to the magnitude that it used to be. She still has improvements she could do but we've come a long way in a very short time. Thank you!

Our primary developmental therapist has been wonderful to work with the past 3 years. Our speech therapist has been great, too.

Speech was our primary concern, and although we haven't seen a lot of progress there, he has had huge improvements behavior wise. And overall communications have improved as well.

We love, love, love our therapist. Thank you for putting her on my son's case. She's always pushing our son to do his best! Our service coordinator is wonderful. Very sweet and always on top of things. Thank you!

Referred by our PT. VERY helpful. Much easier for me and my family to have PT in the comfort of our own home. My daughter also responds to PT better here than at the University PT office. We are all more comfortable at home. Thank you!

We love our First Steps provider! She has been so patient and wonderful with our son. He has progressed so much quicker with her assistance.

We are very happy with the services provided by First Steps. Our child's therapist is so knowledgeable, helpful and encouraging. Our daughter is thriving because of her help.

We found that we didn't know about First Steps when we were struggling and in need of services for our child. We feel very lucky that her pediatrician referred us. It seems that knowing about resources like this when a child is born would be the most helpful. Maybe having a First Steps flyer in the take home package of all hospitals or pamphlets at doctors' offices. We are so grateful for First Steps and the amazing progress our child has made under their careful instruction. We just wish we could have found it sooner!

Our provider is wonderful. My daughter warmed up to her on day one. She has been very supportive and always keeps me updated.

I love First Steps!

No negative experiences. Wish there was a "neutral" column on some responses, or maybe a "neither". I wouldn't say "disagree" is accurate for the two questions I had to select it on. But, I did not have any idea how to assist my child with getting additional services or evaluations outside of First Steps, except by his pediatrician's assistance.

First Steps has been so helpful for my son's needs! The providers whom have worked with my son are so awesome! I appreciate all the help I can get. My son went from not crawling or pulling up at 10 months to walking and saying a few words. Next goal is to work on his talking! We are getting there! Love First Steps and highly recommend it!

I feel that some of the therapists are stretched thin with their case loads and that makes them unavailable to new children. We are 6-7 months in and still don't have a regular spot with any of the 4 therapists my daughters sees and we are on OT #3 due to availability.

Excellent program. My son has excelled since being involved. Thanks.

Excellent service! We are very grateful for the services!

First Steps has been great with my child. Our therapists are some of the best. They have become like a second family. They are always checking on her to see how she's doing or how doctors appointments went. They have been great and have always taken care of concerns.

Our provider was a huge help to our family. She went above and beyond for us. We are able to get through day-to-day tasks without major meltdowns now and everyone is a lot happier and less stressed.

First Steps is great and love the program.

First Steps has made a dramatic difference in our lives.

First Steps has been such a blessing to our family! SO SO SO glad this service is offered to MO (and other states) families!

The services have been extremely helpful for me and my child. I have noticed a lot of progress since working with the therapist. Thanks so much.

Our family was/is very happy with the services my child received. He has progressed and grown so much over the past year. Thank you!

My child's providers were excellent. They were patient with me and my child and helped us overcome my child's developmental delay with great care. When I was ready to give up because it was very stressful for me, my providers encouraged me to not give up and developed a care plan that helped alleviate my anxiety, while helping my child. One of our providers became part of our extended family; my son would look forward to seeing her each week and was quite territorial of her! The other provider was very knowledgeable and ensured my child was receiving the greatest care and provided instruction in ways I could understand. I would highly recommend First Steps. The program is administered with excellent providers who are dedicated to the participating families and strive to make sure every child gets the assistance they need in order to manage or overcome obstacles in their development.

More consistent schedules (times and days) would be nice.

All of the therapists have been wonderful.

I've had an amazing experience with First Steps. The women who come into my home and help me with my son are like a part of my family now. I will be so upset when my son ages out and we don't see them. But we still hope to stay in contact and share our progress! This program has truly helped me and my family and we are so appreciative! Thank you!

Very pleased with services.

Love my PT/OT Therapists. They are wonderful!

It has been wonderful seeing my son open up through speech therapy. I am very happy we joined the program.

Very good program

Our family LOVES First Steps! We are so grateful for the services we receive and have seen a HUGE improvement in his development because of them. We love our providers and think of them as family.

Thank you for all your program does and offer for my child. Therapy through this program helps us so much more than if we had to do outpatient. Leaving work and coordinating is difficult even with two parents. So it is wonderful that therapy comes to our home. We are also guaranteed the same therapist, which is so important. Consistency is key. Again, we are forever grateful.

You guys were/are great. Helped relieve a lot of my fears/anxieties about if my daughter was on track for her adjusted age. Thanks for everything!

We do not feel that our child is getting all the services he should due to the teaming model. We feel it would be a better use of time and resources to sent in the appropriate therapists instead of only the primary provider. As our child has grown, it does not make sense to keep the same primary provider because his needs are not the same.

Our therapists have been great but we feel the teaming approach has limited their ability to work effectively with our child to meet his needs and our family's needs.

Thank you all for all you do to help families like mine! Every little bit helps and you help more than a little. :)

Our service coordinator has not been the most responsive or supportive of increasing our services. She went through things too fast and hasn't felt like her priority.

My child has 3 different providers. One was once a week, one was every two weeks and one was once a month. I did not like that they would almost always come at the same time. So one hour of therapy included ALL services. I didn't feel my child was able to fully receive services at times because it was lumped together. Other than that, the providers are great and have helped us a lot. Thank you.

Our OT for my son often gave opinions that did not pertain to her area of focus. She was very open about her dislike for different medical professionals which seemed very unprofessional. I often felt pressured to avoid different foods that she did not prefer for my son. Again, these are not in her category of therapy and I feel she had no reason to be going over them.

My ABA team members are miracle workers! While my daughters problem is speech related, we finally received a diagnosis of Childhood Apraxia (9 months after starting services). We had testing for everything from Autism to Hearing and never had true answers. What was great about my First Steps team was they didn't care about a diagnosis; they cared about helping my child. They put a plan into action that would address her needs, and help our family. Her behavioral challenges were the starting point because while she couldn't talk, she could understand and that frustration of no communication tools turned into hourly struggles. They gave us the tools, some simple, some common-sense, that as an educator I know, but somehow forgot with my own child. Other techniques such as a pecs book required more work but have been wonderful. Our ABA team has taken the information from our speech and OT therapists and incorporated into their sessions and her progress is amazing. I don't know what I would do without them!

We had our first speech therapist for many months. She was fantastic. She took a general interest in my family and helped advise me with both my kids. She encouraged us to try new things and motivated us. We now have a new speech therapist and she is amazing. She's so personal and wants to know how she can help my child in every way. My son and I look forward to her coming every week. She's so detailed and encouraging.

You cannot imagine the relief that came with the support from First Steps. Everyone associated with the organization was truly dedicated to helping my daughter and our family. The financial burden without First Steps would have been catastrophic for my family. For this I will be forever grateful!

I absolutely love our provider! She is amazing at what she does and my daughter is so comfortable with her! I couldn't be happier.

We are very grateful for all First Steps has done for our family.

First Steps is an excellent program to have for special needs children. I highly recommend First Steps and Parents as Teachers programs!

I can't imagine where our son would be without his therapists. We owe so much to them.

Loved the program. We have found it very helpful in getting our twins "caught up" as they were born premature. Thanks

We've been working with our therapist since the beginning. We absolutely LOVE her! She always answers any questions I have about my son's development, even if it's not on a visit day. It's wonderful having somebody visit us to help make sure he is keeping on track and even better that she gets as excited about his victories like I do! It's a shame parents don't receive this wonderful developmental information at regular pediatrician appointments. What I've learned through our therapist has been invaluable.

Great team working with my child.

Thanks First Steps

Our First Steps ABA and OT therapists are exceptional ladies. The speech therapist is NOT as strong as they are and we would like her to be. We would like a recommendation for a new stronger and committed one.

Our provider has always put our daughter first it feels like. I'm very pleased with First Steps.

My son's therapist is amazing! My son is so excited to work with her and cries when she has to leave. I feel very supported in any current struggles we are dealing with!

Our PT is amazing! She takes the time to explain everything to me while she is working with the boys (we have twin boys). Makes it easy for me to work with the boys on my own. She answers all my questions. We really like her!

I do need additional info on housing assistance for me and my child. Also, I need help finding current grants that I may qualify for, for my child's needs, and any other current resources that are available.

We have been happy overall with First Steps. We are thankful we could get early interventions for our son through your program.

First Steps is a wonderful program. All of the therapists have been really helpful to me since we started working with them. Our daughter is severely disabled. I feel I would be lost in working with her if not for First Steps. They have really held my hand during the last 2 years. My daughter's therapists, social worker and coordinator are the best!!!

We have been so thankful for the First Steps program. It has been a blessing to our family and especially our daughter! She has had the best physical therapist. We are going to miss her. She really went above and beyond!

We have been thrilled with the quality of care given by our First Steps Physical Therapist and Speech Therapist. Our son has progressed rapidly since nearly a year ago with a bilateral cleft palate and lip. Thank you so much for all that you have done and will continue to do to help him overcome his circumstances. He (and our family) are better for it.

The team that has been with my son this entire time has been nothing short of phenomenal. He has come so far these last 2.5 years and we are really going to miss them after our little guy turns 3.

Our services (speech/PT) are outstanding!

Wonderful staff. My child has built a great bond with all the therapists!

Our PT is amazing! She takes the time to explain everything to me while she is working with the boys (we have twin boys). Makes it easy for me to work with the boys on my own. She answers all my questions. We really like her!

First Steps has been such a wonderful experience for my family and child. Thanks for everything!

I would like to have make-up sessions for speech therapy when the therapist cancels. I know things come up in peoples' lives, but I feel missing sessions puts him further and further behind.

Great program. Helps A LOT of children and families.

My son has had the same PT since he began the program at one month old. I cannot say enough how helpful she has been to our family. She has such a wealth of knowledge about my son's condition, which is extremely rare. She advocates for him to get necessary equipment and services. She continually pushes him to meet the next goal in a fun and safe way. She's the best!

My son's OT has such a calming and warm presence and truly has a gift for working with children. At each visit, she challenges my son to progress in the most supportive way possible. She is continually coming up with new activities to keep my son interested and engaged. She really has grown to be a very important part of my son's life, and we will miss her terribly when First Steps ends.

This is the first month that my daughter has started the program. She has, at this point, only had three one hour sessions in which the trainer is alone with her. I don't feel it's the trainers fault, she is very nice and courteous, but my daughter is, or seems to be, in her own little world. I don't know if First Steps is going to help but I'm going to see in six months where she will be.

The First Steps ladies we have for our daughter are the best! We would not be as far as we are without them. They are the best! :) Thank you

My daughter's therapist is amazing. She works great with my child. She gives me tips and shows me things to do to help my child improve. She is awesome. She answers any questions I have, sets everything up for me and even calls and checks up on my child. Thank you all so much!! First Steps is a great service!!

Our therapists have been wonderful!

First Steps has been such a blessing to my family. They have truly helped our son get to where he is now and we are sad to leave the program. However, we are hopeful for the future because of what they have provided for us.

We have had a phenomenal experience with First Steps! Everyone on our team has been so helpful, including our ABA consultant. I want to especially praise our speech pathologist and PT. When my little girl started PT and speech she was painfully shy and nervous, but they were (and continue to be) so tender with her, and so patient, that she has absolutely blossomed! When a child feels loved by a teacher, it completely changes the dynamic. A child is able to thrive in an environment where she feels loved, respected and understood. They have created that environment for my daughter, and should be highly commended!

We are SO grateful for the First Steps program! We were very overwhelmed with our daughters sudden illness and the issues it caused her. She was not covered on our insurance and we were left with many medical bills which were extremely expensive. The therapies she needed to help her heal were not going to be covered by insurance once she received coverage on her policy. We would not have been able to afford the therapies if not for First Steps. The quality of the providers and the level of care she receives is top notch. We are so thankful for our coordinator, our therapists and the others we have interacted with. They are all amazing!

First Steps has made an incredible difference for our son. The speech therapy has been a life saver and he has gained so much from it!! Thank you very much!

I will never forget the first time my service provider came into my home. I had just had twins. I was overwhelmed and exhausted. The comfort I felt seeing her hold and nurse my baby (one of them) with care, sympathy and ease is indescribable. I felt taken care of, seen, heard and not alone. Thank you to everyone at First Steps for your work! I don't know what we would have done without you!

Our physical therapist has been wonderful. She is very professional and helpful. She has helped our daughter make steady progress. Early intervention of our daughter's weight bearing and walking issues has helped her catch up quickly and she is meeting milestones as we would hope. We have been very happy with the First Steps Program.

It was the PT that came to work with our family that I do not care for. She usually comes unprepared and I am the one thinking of activities and ways to engage my son. My son is very social and enjoys most people but he does not care for her at all.

Sometimes, my son has two speech therapists that come on the same day and they both have their own "routine" that they do. I watch his face as they are both talking to him at the same time and I see how utterly confused he is. One person is talking and signing about one toy and the other is saying to say "bye bye" toy. I feel that instead of meeting him on his level, they are just going thru their routine.

I didn't know this program existed until my child was in the NICU. Not many people I know, knew about this program either. My child's life has been much better since knowing about these types of programs.

Please call me. I want to resign my son up with you guys. Thank you.

The First Steps staff I worked with are the best. They really have helped me learn how to help my son. I stay in touch with them and there always asking how he is doing. I really am thankful for all the help I have received. I don't think my son would be as far advanced as he is without First Steps! :)

Love the program. Thank you for all the assistance.

My family was blessed with the most amazing team of therapists through First Steps. Our provider was a critical part of the change I have seen in my son over the last year. She helped direct me to seek out other therapists (ABA) that worked miracles with my son. I truly feel I have a "new" son; he is so different from a year ago. He went from angry, aggressive, fitful and mute to a happy, loving, peaceful and chatty little boy. The change in my son has changed the dynamic of our whole family. What a wonderful program we have in Missouri!!

I personally want to thank my son's first physical therapist. She started with us when he was 8 months old and didn't even crawl. She helped him in his very first steps and I couldn't be happier. First Steps really is a wonderful program. My son turns 3 in June and I will miss this program. Everyone was helpful. Thank you all very much.

We are extremely pleased with the First Steps program and the benefits of working closely with my son's team. We are very impressed and grateful for the PT visits and speech therapy. Our case manager checks in on a regular basis which pleases us greatly. I would recommend First Steps in a heartbeat!

The First Steps professionals have provided great care and education to our family. We have seen tremendous progress with our son thanks to their one-on-one work with him.

My daughter has made so many achievements and learned so many things from working with her provider. The program is wonderful and I wish we would have heard of it before.

My original provider was with SI. We discussed ABA and decided that might be more beneficial for my son. I like the idea of ABA but decided to move back to SI. I am encouraging our provider to become ABA and I would be happy to try that service again.

We love her. She has a special talent with her work and I can tell that she truly cares. I can contact her at any time with questions from nutrition to hair salon recommendations for my son. She is a very friendly, dedicated therapist; whatever she makes is not enough!

Most of providers are extremely reliable and on time. Have had some that aren't or doesn't show up or call. Service coordinator extremely proficient in job. Gets things or people that are needed.

First Steps is a wonderful service. My son progresses so far from beginning to end of therapy. I will never be able to express how grateful I am for all who were involved in his care. Everyone was truly amazing.

Thank you

Our provider is awesome. She really cares for my son and we have fun while helping him develop correctly.

We have moved twice during my daughters first three years of life and because of this have now had experience with three state's birth to 3 programs (Wisconsin, Colorado and Missouri). The quality of the providers we have come into contact with in Missouri has been exceptional. I am very impressed with my daughter's therapists, both their level of knowledge and ability to understand and work with my concerns.

First Steps has been AMAZING for my daughter! I don't know what we would do without First Steps!

The program has been an enormous help to our family. Thank you!

I moved to my mom's out of state, so my son will not be attending First Steps anymore. Thank you for your services. Our therapist was great working with my son. We are really going to miss her. This was an unexpected move. So sorry I didn't give more notice.

Love First Steps!

We have grown very attached to our First Steps providers and overall are pretty happy with the program. My only concern is that our providers are always late and then leave on time. This results in about an hour of missed therapy a month for my child. (Providers usually 10-15 late every week.) My other concern is that often times our providers don't ask for parent opinion/input. What are our concerns? What goals do we have? How much equipment do we want or would we rather use household items? Again, we are very happy/thankful for the program and all the hard work our providers do.

We think this program has been a blessing. His therapists are very helpful. I have had one concern, using the word cheat. A 2 year old doesn't understand that word.

Our PT is fabulous. She is creative and very knowledgeable. A true "gem" to our team/family.

Initially transferring from St. Charles County to St. Louis County was rough due to lack of communication in First Steps.

Our therapist is great with my son. He is starting to talk more since she started working with him, and less head banging.

Both of my son's teachers are wonderful. They work very well with him and us (the parents) in teaching ways to help improve his learning. We are very pleased with the program and very thankful for our teachers!

Very happy with our First Steps experience. Our physical therapist is amazing and makes me feel confident in my ability to help my daughter develop good muscle tone and hit milestones.

Our First Steps provider always advocates for our son, telling us about additional resources, concerns, thoughts and ideas that can help us.

Love the women helping my grandson!

First Steps was extremely beneficial to me and my child. The skills the staff taught us, as well as the care taken in doing so, was more than what I expected.

I absolutely LOVE the First Steps program! All of the ladies I've met have been amazing and I honestly don't know what I would do without our PT. She's been awesome and so helpful! Just in the few months we've been receiving therapy, my daughter has learned so much. Things that I wouldn't know how to teach her. So, I am SO grateful that we have this program. Thank you! :)

I have been so pleased with the First Steps program and all of our providers. THANK YOU for all you do for our son and our family!

First Steps has been a complete life saver to us. Our therapists are BEYOND amazing and I truly don't know where we would be without them. This program is so wonderful for families who don't know how best to help their child. We have seen our son grow, learn and succeed ALL because of First Steps. We are forever grateful to this program.

I love the program because my daughter did not talk in the beginning but now I can see a big difference in her. I'm very happy. Thank you

Everyone is amazing, professional and loving.

This is a very nice service. My family and I are getting all the benefits that we didn't know about. My social worker is knowledgeable and helpful. I am very comfortable with the First Steps services. It is a nice program and very helpful for those families that are new in this state. So, I really appreciate this service.

First Steps has been a great part in helping my now daughter develop and grow stronger. From the time she came into foster care as a newborn, addicted and struggling, to being able to adopt her and watching her grow and overcome obstacles. Every First Steps therapist and provider has been so nice to work with and very helpful and I appreciate all they do each week for my daughter.

We have a wonderful team helping my son. His therapists always go out of their way to challenge, engage and help my son grow and learn. I can call or text them at any time and they are right there to answer questions, provide encouragement or get excited about what's going on. They really have helped me understand how to be an advocate for my son. They have become like family to us and I couldn't be more grateful to have these wonderful and awesome ladies in our lives!

I love First Steps. They have been extremely accommodating and helpful. The only thing I would recommend is better communication between each service (i.e.. PT, OT, coordinator). We've been in the process of ordering inserts for my child for almost 6 months and still do not have them!

It would be helpful to discuss what diagnosis my child has in order for me to understand more clearly the objective and path to get there. I feel like this program is NOT very transparent.

Excellent Program! His teacher is awesome to help him "turn on his voice."

First Steps is a wonderful program. My son would not be achieving the milestones he has, without this program. Everyone has been easy to work with and very knowledgeable. Thank you First Steps!

Great program and great people, thanks for all that you do!

We have loved the First Steps program and if there is anything we can do to help promote it by sharing our story, please let me know!

What a great experience working with the First Steps team. Nothing but good things to say about those who helped me work with me son.

We love our therapist! Even though we are receiving services for speech therapy, she is overqualified and has been a great professional voice for other related issues that have been uncovered about our son.

We have an amazing provider. She has helped our twins immensely and has been a great resource. She always makes time to listen and help us think of ways to assist the girls developmentally.

Our son is making progress and our therapist is great, but I feel like we could be making more progress if it was more than 1 hour once a week or if other opportunities for other professional services/playgroups/ etc... were offered or available.

I love this program. They help me so much.

First Steps has been great and my son loves when his therapist shows up to help him. I only answered no to 6 and 7 because I don't have the time to devote to them. Thanks!

I wish I could have started services sooner but did not know about them until my child was 2 years 4 months after testing at a hospital. Child's doctor did not inform us at all.

I always thought that First Steps was amazing working as a nurse in homes with children that have special needs, little did I know that later I would be looking at it in a different light through a mother's eyes. We are beyond grateful and feel so blessed

Our current therapists are amazing. The one my son had when we lived in Jackson County only did her job she wasn't very easy to talk to.

We love the program. My twins were born 6 weeks early and we had some concerns in the beginning with my daughter only looking one way and my son never stretched out. Our ped referred us and it has been a blessing since!

We are more than pleased with the care we receive from both our coordinator and the speech pathologist.

First Steps has been wonderful to work with. They seem to truly care about my child's needs. The services provided have helped my child reach milestones as well as provide our family with activities to work on during our everyday routine.

First Steps has been very caring and dedicated to making sure that my son is and has been meeting all the plateaus that he should be. 13 & 14 are marked as agree because we really haven't needed other services but do know we would be helped if we did.

First steps has been extremely helpful and important to us!! Sad we will lose it when she turns 3. Our therapist has been amazing!!

Our coordinator is one of the best. She has made me feel like I could go to her at anytime with any question. We have had several therapists these past two years who have all been great but our current therapist is the best.

I am interested in learning about the potential of being an advocate for first steps. I'm not sure I have enough time to do it all but would love to help.

We absolutely love our speech therapist. She is excellent at her job and has helped my son learn so much!

Our team has been wonderful to work with. The service coordinator is knowledgeable and helpful in all areas of the services for my son. She provides the safe guards and rights for our information. Our Speech Pathologist has provided a wonderful service.

My son has been receiving speech therapy. His therapist is amazing and is so patient with my son. She is very knowledgeable about her job and giving tips on what to work on at home. My husband and I are very happy with the progress our son is making.

The case manager is very unprofessional. I was supposed to meet the case manager for a meeting yesterday. She didn't show up and I have not heard from her yet. It was my lunch break so I just wasted it standing around waiting for her to show up.

Thanks for all you do!

Our coordinator is wonderful and caring. Our Speech Therapist works wonderfully with my son. Our physical therapist, when we needed one, was great as well.

We just started with our therapist and already my twins absolutely love her.

We are soooo appreciative for First Steps! First Steps has helped our son continue to progress and they have played a key role in helping us minimize his delays. Everyone has been very nice and helpful.

My Family has been very blessed to have our therapists. Our Daughter had a long list of "might not be able to" at the age of 2 months. Both therapists provided not only support to our daughter but to our family as well AND they both have thought outside the box.

I have worked with First Steps with another child and my experience was excellent. In that survey I gave all Strongly Agree. My service coordinator is available, but the primary provider does not seem to connect to my child.

Excellent program; very professional personnel; very experienced personnel; easy to contact and ask questions; We are using speech, OT and nutrition services and they are a big part of the reason our babies are doing so well.

First Steps provider does a great job working with young parents and is able to adapt to their special needs.

My wife and I have been very satisfied with both the services provided and quality of those services thus far. My son is excelling!

We have two therapists that are amazing with our daughter. We are so blessed to have them as her therapists.

Our PT is absolutely amazing. She is client and family centered. She goes out of her way to ensure I understand my child's areas of growth and ways I can help him achieve in those areas.

We loved our OT! She was extremely helpful to us and very supportive.

Note: Comments are typed as written on the surveys with the exception of the correction of most misspellings. Names and other personally identifiable information of children, families and providers have been redacted.

From the moment I first contacted First Steps after my daughter was discharged from the NICU, everyone that has been involved with coordinating her care has been very responsive. Her primary provider is exceptional and my family is grateful for her compassion.

Would like first step providers to give exercises for us to work on between sessions.

Very impressed with the speed at which everything was done.

We are so grateful for First Steps and their support with our child. We don't know where we'd be without our OT. Thank you!

The teaming model has been difficult for my family as my son needs feeding as well as speech and gross motor work. It is very difficult to work on walking and feeding at the same time.

The program helped my son open up and speak more than he was before we started. He was quiet and barely talked but this helped him quite a bit. My only downfall is that, even though he made progress, he has not become very clear. Sometimes it is hard to understand him.

Couldn't be more pleased with every aspect of this program. Thank you!

First Steps is just the answer we were looking for our daughter! We LOVE our Speech Therapist and are so grateful our primary care physician suggested we look into First Steps.

My First Steps coordinator is exceptional! This is my second child going through the program and we got an early start on his needs because of her. We had a therapist that didn't mesh well with my son initially and she made me feel comfortable with a the process.

First Steps has been wonderful since immediately after our son's diagnosis. Whereas many organizations entail extensive paperwork, complicated communication, etc., First Steps and Delta Gamma worked seamlessly together to get our son's therapy started.

I felt like it was hard to find information regarding who is eligible and what the cost might be. Most likely because this is my first experience with pt, I find it hard to find a balance between my parenting style and the pt's instruction style.

We have thoroughly enjoyed the First Steps program with our son.

I love my daughters speech teacher, she is amazing!

We love the First Steps Program and it has been very beneficial for my child's educational growth and development.

Our first Steps team as been really helpful! Our son has a very supportive team! They are dependable, knowledgeable, helpful, professional, punctual, and very personable/ friendly. First steps has been helpful from the time our son entered the program.

Our therapists are really great ladies.

My daughter made great progress and we really appreciate the help.

Our First Steps experience has been outstanding. Our only suggestion would be to better explain the billing statements that are sent to families. The monthly participation fee is easily understood (it would be great to pay this online!).

We think our speech therapist is fantastic!

We are so happy that OT, Dietitian and PT, are working with our child. They are professional, knowledgeable, and sensitive to the needs of our family. Beyond the expectations of timeliness and knowledge, they have great personalities.

My only wish for First Steps is that my child's information, growth, notes, goals, achievements, concerns, are available in an online database of some sort. Her therapists take notes almost every session and I would like to see them when I want to.

When therapist comes for a session with my child as a whole, instead of teaching my child, they talk, look at their cell phones, or get to house late and not give their full time. Wish they were more committed when they work as a group, primary and other.

I don't need anyone to contact me, I am simply stating yes the above questions because I am willing to help First Steps in anyway that you guys need me to because I have been very pleased with the service.

Everyone involved with First Steps has been extraordinarily helpful, gracious, kind and professional. My daughter treats them all like family when they come over to our house to work with her. It's made a definite difference in her mental, physical, emotional state.

I can help with whatever way possible to share my family's story in First Steps, though we have a pretty easy case with just having one child, who will most likely be diagnosed with Apraxia at 3. However, if the story helps I'd be happy to share it to help.

My PT is awesome, patient, and caring. She loves her job and she shows it.

We are incredibly thankful and grateful to have found First Steps. We learned about it through our Parents as Teachers instructor who came to our house to evaluate our child. She recommended we try and gave us a referral.

We are very thankful for the First Steps program! It has benefited our child in so many ways. Without First Steps it would have been very difficult to get our child the help he needed!

Everything is great - I just wish First Steps offered paperless statements and auto pay:)

My only complaint was that billing was contracted out and thus seemed not up-to-date. If a payment is made over the phone with the billing contractor, the payment should then be reflected immediately, instead of "up to 2 billing cycles." That just doesn't make sense.

It is frustrating that First Steps ends at 3yrs and kindergarten does not start till 6. My district Rockwood does offer continuation of some services but food sensory issues are not services that are provided. I am concerned that my child will refuse to eat once school starts.

My provider seems to get discouraged at times when my child is less than cooperative. At age 2, it is normal for this to happen occasionally. I feel that my provider could improve the services by having some better strategies for keeping a 2-year-old engaged.

I am very grateful and thankful for First Steps. I feel lucky to be a Missouri resident just because of the services First Steps provides. I would like their website to be more updated and modern and user friendly.

We had a wonderful experience with First Steps and believe our daughter is excelling because of it, thank you.

We knew nothing about First Steps until our child was born and we needed it. All of our providers have been invaluablely wonderful, and our son would not be where he is today without them, and my husband and I would be totally lost as well. We are SO grateful.

Thank you!

Everyone I have worked with through First Steps has been extremely helpful. My son's OT has gone above and beyond to help my family.

We have been very pleased with the service provided to our family in the form of speech therapy.

I love how our SLP works so well with my son and she can answer any questions I have about him. It also means a lot that even when my house is a mess she doesn't make faces or say anything about it. I also like how she works around our confusing schedule. She is doing an awesome job. My son loves her and has been talking much better! I'm so happy we found this program for him.

I have been very pleased and very appreciative of the First Steps program and the staff that has been supportive for my daughter's needs. Thank you ALL!

I would be happy to share my story if needed.

I would be happy to share my story if needed.

The way First Steps set up a special team of therapist for my son is amazing. They talk with each other about my son's progress and make a plan for what he still needs to work on. They each came up with easy to remember steps for me to work on at home.

My husband and I have been continually amazed at our daughter's progress in this program. When she first began working with her therapist, last year, she was withdrawn, unable to communicate and very defiant. She had tubes placed last April to help with drainage in her ears and immediately began feeling better and was able to hear but, the delay in her speech was very apparent. Her therapist is exceptional at what she does. Since our daughter began working with her she is able to effectively communicate, her behavioral issues are continually improving and she is all around a much happier child. We cannot express our gratitude enough for what this program has done for our family.

I have been very impressed with the aid I have received for my son from First Steps. Thank you all and please keep up the good work you do. I am sure it is not always easy.

My daughters speech therapist is amazing! She is so kind and very knowledgeable and dependable. She is so good with my daughter and deserves recognition for her good work!

We LOVE our therapists! They have collectively helped us so much! I truly do not know where we would be without God, our family and our therapists. I am so grateful for this program and the fact that our therapists come to the house makes life so much easier. Thank you!

We are grateful for this program and feel it has helped our child grow, develop, and achieve.

My son's SLP is absolutely amazing! My son loved her from day one and works so well with her. She's helped him in so many areas as well as helped me with any parenting concerns or obstacles. She truly is an amazing human/teacher/friend. We are going to be so sad when he can no longer see her! I most definitely recommend her to everyone. She has made our experience with First Steps so much more enjoyable than we could have ever imagined. Thank you so much!

We've had a great experience with First Steps.

Our daughter was diagnosed with a degenerative neurological disease that has no cure, in October of 2015. Our First Steps team helped us cope with the news and provided us with many resources to help our daughter succeed. Our service providers love our little girl like we do and do everything they can to help her and to see that we as a family have all the tools we need to help our child flourish even with a grim diagnosis. Our service coordinator explains everything fully and is very open to our needs and concerns about our daughter!

First Steps is incredibly helpful on early intervention. An everlasting experience. Thank you.

I absolutely love First Steps. My son's providers are fabulous and go above and beyond with their job. :) They helped my son do a complete 360 and are always there, day and night. His OT is also amazing. She's just fabulous with my son and he responds with her so well. She has amazing patience. I am so thankful and blessed to have been involved with this program. My son is thriving and achieving all milestones, thanks to these wonderful ladies! I absolutely love First Steps and I always refer my friends, family or anyone I talk to about my son's disability to First Steps. I am VERY satisfied with First Steps! Thank you. :)

Thank you!!

Been very pleased with the two First Steps teachers as well as the coordinator.

I really liked my AB team for my son. They were great. I am going to miss them. Thanks for helping my family through our difficult time but things look good now.

I have been grateful for these services available to my son. He has made tremendous progress with speech over the last year, and I attribute that success in part to our weekly in-home sessions. Special thanks to our coordinator and SLP for making it happen!

First Steps has helped my son communicate better and make his life easier. Really grateful for being able to utilize this service. Thanks so much First Steps.

First Steps is great. My child loves his therapists. Really likes new faces, great energy. They are wonderful for our community in helping our kids with needs. No complaints!

First Steps went above and beyond our expectations. In just under a year, they had my son talking in whole sentences, telling stories, using words I believed that would be a long time before he would say those words correctly in the right context and I understand him. He looked forward to our examiner coming and working with him. They were prompt, courteous and helpful to me to help my son further. Thank you for your services. I am very grateful we found your services and we will miss the bi-monthly visits.

My daughter's dietician is excellent, extremely friendly and knowledgeable. Her OT is FANTASTIC!! She has a heart of gold and a super compassionate personality!

Both of them LOVE my daughter and work so well with her!!

Her PT is just as AMAZING! I have learned so much on how to work with my daughter on a daily basis...different stretches and exercises! Wonderful ladies.

We've had a very good experience, so far, with our First Steps team! We are so happy a program like this exists to help children. Thank you!

If it weren't for Parents As Teachers, I wouldn't have known about First Steps services. Inform doctors' offices more maybe? Also, a written goals update would be a nice little "report card" of the child's progress. Overall, it is a great MO program.

We enjoy working with our primary provider. When she comes to work with our son, she is friendly and informative. We appreciate that speech/language pathology is available for our son, should the need arise. Thank you for providing this service to Missouri families.

First Steps is a wonderful service. I am so grateful for their work with my son. The therapists were excellent, professional, friendly and patient. I really can't thank them enough. The coordinator was friendly and always available. I'm sad my time with them is ending soon.

I love this program! The therapists are so nice and knowledgeable. Our little girl has come so far along thanks to their help. You all are wonderful!

I love this program! The therapists are so nice and knowledgeable. Our little girl has come so far along thanks to their help. You all are wonderful!

We want to start by saying First Steps is a great program that has made a noticeable, positive impact on our daughter and our family.

Our first PT didn't have the experience with infants we were expecting, but this was quickly remedied. The transition to a new therapist was seamless, and she is an amazing PT. We feel very fortunate to have her helping our daughter. The same is true for our SLP. She is very patient and knowledgeable in her field. She helps us to help our daughter with daily activities and ways to improve her developmental skills.

We recently had a transition to a different OT, which was a little disappointing. We feel the transition lacked communication and could have been handled better. We had developed a great relationship with our OT. He is great and did a fantastic job working with our daughter. With no prior discussion, we were told we had a new OT via text message from our service coordinator. While we understand sometimes scheduling conflicts and client load may affect a therapist's availability, we would have preferred to have the transition discussed with us prior to any final decisions being made. While working with therapists, it is sometimes hard to establish the right bond between the therapist and the child...as was the case with our first PT. We really enjoyed working with him and we will miss him.

Overall, we have been very happy with First Steps. We appreciate everything that everyone in the First Steps organization has done for us, and look forward to working with the First Steps team in the future.

I appreciate First Steps very much! The ladies that work with my daughter are very sweet, very informative and helpful. Definitely appreciate them!

We discovered First Steps by luck. Would it be possible to include First Steps information (maybe a pamphlet) with the newborn paperwork the hospital sends home?

The therapists that worked with our daughter were knowledgeable. However, because they saw her in a day care setting we had very little contact. Even after I specifically asked that they keep us aware of activities so that we could implement them at home, they failed to do so on a regular basis. It is my understanding that they may have too many children on their caseloads, so I can understand, but even so it was very disappointing. We spent most of our time doing research on our own and buying/reading books on the subject to help us help our daughter.

My son's provider with First Steps is absolutely amazing. Not only does she help teach my son the tools/skills he needs, she teaches me how to best aid him with mastering those. I am a nurse so sometimes I tend to be a little more critical of any type of provider. She has time and time again met and exceeded my expectations. If I have a question/concern/problem solving question, she makes time in her day to call me to discuss. She engages with my son's preschool teachers to make sure he is getting any extra help there that he may need. We are fortunate that our obstacle has really only been speech. However, when it's your child it still seems big. My son loves his therapist and we do too. Everyone needs a person like her in their lives. Thank you!

Not only did I experience having difficulty actually seeing the SLP assigned to my child, I have heard the same thing from other families I know who are enrolled in First Steps. It seems like there isn't a reliable SLP with feeding experience that is available.

Would like to know why our child can't stay with First Steps until he starts school. We have a close relationship with our therapist and don't want to go through school and have to start over. Thank you

Our PT was absolutely amazing in helping us understand things and checking in with us. She was so amazing and really understood children as well as helping me understand my daughter's PT exercises. She knew she could push our daughter to perform and knew when to back off. Our daughter LOVED her and couldn't wait to see her. She was so understanding of my busy schedule and always made it easy for us. She is so on top of the newest treatments and best locations in our area for our daughter's needs. She has wonderful communication skills, ALWAYS on time and always had a plan for that day. Our daughter couldn't move when we first got her at 6 months old through foster care. Through your program and therapists she is RUNNING, turning her head, eating without throwing up, not falling down as much, and just able to do anything now! Thank you SO MUCH!

Since this is my 3rd child to receive services, I will continue to praise this program and everyone involved in my children's' plan. This has been a must need service for them. What I am most displeased with is the intake process. Each of my three children had to be screened 2 x's in order to pass to receive services when it was VERY obvious at the time of the first test they were delayed and needed it. When an 18 month old is not talking at all there is an obvious issue. It was very disheartening each time of the first test to hear they did not qualify only to be retested 90 days later and finally qualify. By doing this you are only delaying the care issue for the child's needs. I wish this would change. Other than that, First Steps has been wonderful to work with and we always have liked our therapists.

I am very disappointed in the services we have received from First Steps from day 1. We do not have a provider seeing our child that is knowledgeable about our child's disability. We have requested other therapists and never been given a correct provider. We have had 3 different service coordinators in less than 18 months. The service coordinator we currently have does not respond to texts or phone calls for several days. Asks what day work for us for appointments. We give her a day and then she tells us that doesn't work after several days. We have offered for her to give us a couple days to choose from that work for her and she continually cancels or says she's unavailable. I have spoken with her supervisor about these issues and still do not have resolve. Very disappointed in FS and would recommend to NO ONE unless very last resort for services.

Such an important program- we've been happy with our experience through the First Steps program.

I like the new option to bill insurance and waive the monthly fees. For a time, it was somewhat cost prohibitive to participate with limited visits from the primary provider.

I am very pleased with my First Steps team. As a first time parent I wasn't sure what to expect, but they have helped me and my daughter so much. I am so happy that I now can have conversations with my daughter. Where as a year ago she wasn't even able to tell me she was hungry or thirsty. They have helped her grow so much with her speech therapy and they have helped me so much finding ways to communicate and helping her communicate. I am very grateful for this program.

Everyone we have worked with in First Steps has been absolutely amazing and easy to work with. Thank you all for all you do.

I initially had difficulties enrolling my son in the program although I knew he would qualify. I feel valuable time was lost in getting him services while I worked to get him into the program.

We've had a great experience.

Our therapist helps my daughter so much. She also on her own time will listen to me if I have a problem and helps me to solve it. I really appreciate her.

First Steps has been a wonderful resource to our son's development. Thanks to their involvement (in addition to the help we receive from Children's Mercy clinics) our son is thriving and defying doctor's initial expectations for fine and gross motor movement.

My child could hardly say a few words when we got into this program. Less than a year later his vocabulary is remarkable. My family and I are beyond thankful for this program. I cannot express how good it feels to be able to have a full on conversation with him.

We loved our First Steps instructor, she is amazing!!

I am so honored to have known all the First Steps staff that is a part of my son's care. It will be hard to see them go come October but I am confident that he will be that much stronger as he grows thanks in a big part to First Steps. Thank you on behalf of my family.

My husband and I have been very impressed by the family-centered nature of the First Steps program. Our service coordinator and providers have done an excellent job of listening to our needs and desires and striving to meet those needs. They are compassionate, considerate and supportive. The First Steps program has exceeded my expectations.

Our team is amazing and helpful with our daughter. We consider them part of the family and are so lucky and thankful to have them be part of our lives.

I love our providers! They treat my son with so much love and care.

I love our SLP. She does an amazing job. Our other therapist is okay. I called our school district before finding out about First Steps and they didn't even mention First Steps to us, which was disappointing. I ended up finding out about it from a friend.

I would just like to add that our SLP has been exceptional! She has taught us a lot in the few short months we have been working together. She has gotten my child to do things we were told would be next to impossible for him to do. She has gone above and beyond our expectations each and every week!

All of my therapists I currently have are so wonderful! I am dreading when my son turns 3 and they will no longer be with us!!! Thank you for all the services!

I have nothing but wonderful things to say about our experience in MO First Steps. I feel our therapists have become friends who love my child and strive to help them succeed. They are genuinely happy when my son reaches a new goal. I would recommend First Steps to anyone and always speak highly of the program.

I cannot thank First Steps enough for all the help, support and care they have provided for my family. They gave me hope. They gave my son a better life where no one would know he has a disability/what he went through. Without his team I am not sure where he would be or how successful I as a new mom would have been in helping him. Thank you so very much!

Disappointing isn't a strong enough word to describe our experience with our service coordinator. Our team felt pre-school would be very beneficial to our child. Three phone calls and a week later, when our service coordinator finally responded to us, we were told wait until the next meeting to discuss it. Which was standard when we had concerns. Repeated calls/texts to our service coordinator to finally receiving a blow off response. We pushed and pushed for every inch of care for our child. We were treated poorly. No responses came quickly. We feel, for the most part, our concerns were blown off. Only a great support team got our child the care she deserved. When we had PT issues, no advice/help was given. When a new PT became available, it was our SLP who pointed that out. I have to applaud one of our providers. Without her guidance we never would have gotten to a neurologist and gotten a diagnosis to direct my daughter's care. The PT should have spoken up but our provider cared enough to look into things and go the extra mile.

My daughter's team was phenomenal! They were professional, kind, fun and amazing at their jobs.

We love our therapists. My daughter has done very well with their guidance. They are also wonderful in giving me the reassurance and peace of mind I need sometimes. Thanks

Thank you

I am still waiting for my occupational therapist to email me pointers and tips with toddler sensory activities. It's been over 2 months and I have reached out but, still waiting.

Our SLP is the BEST! I couldn't have asked for anyone better to be helping and improving my daughter's speech. She is a BLESSING!

We have had an amazing experience with First Steps. Our therapists have been amazing. Everyone is helpful, professional, on time, aware, exceptional all around. I cannot say enough good things!

I have actually had two different speech therapists for my daughter as one of them changed districts. The first one was amazing on getting us on the right foot. She asked lots of questions and suggested we see an ENT. It was thanks to her we discovered our daughter had fluid built up behind her ear drums and hadn't been able to hear for quite some time. They suspected somewhere around 6-8 months. Our SLP suggested a different SLP take over assisting our daughter because I had been teaching her sign language. She has been amazing with us. She has helped suggest games and activities from no sounds other than "mmmm" to all the babble typical of an 18 month old and even makes several animal sounds. Our daughter has come a long way in the last four months and I know without a doubt she couldn't have if not for the amazing speech therapists we had and have.

Our providers are absolutely amazing!!

The First Steps model does not work for our child and providers unwilling to make needed changes. We ended up having to seek private therapy to give our child the help she needed. She has made tremendous progress with private therapy, First Steps has been a huge disappointment.

Our providers have helped us tremendously. They come prepared each time with thoughtful, helpful, planned ideas and things to play to encourage and challenge my daughter. She has improved exponentially during the (less than a year) time we have been here. The transition from KY First Steps to MO First Steps was quick and without problem. The First Steps team is professional, caring and concerned for our children. They are a blessing to our family. Thank you!

Thanks so much for all you do! We truly appreciate it, and everyone's been super nice as well as flexible.

Thank you to our providers